

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: M.L. Denham et al. Attorney Docket No.: 121122
Application No.: 10/668043 Art Unit: 3629 / Confirmation No.: 7296
Filed: September 22, 2003 Examiner: M.L. Brooks
Title: SYSTEM AND METHOD FOR FACILITATING CUSTOMER SERVICE UTILIZING EMBEDDED CLIENT FEEDBACK LINKS

SUPPLEMENTAL AMENDMENT

Seattle, Washington 98101

January 25, 2010

TO THE COMMISSIONER FOR PATENTS:

INTRODUCTORY COMMENTS

Please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of the claims, which begins on page 2 of this paper.

Remarks/Arguments begin on page 12 of this paper.

LAW OFFICES OF
CHRISTENSEN O'CONNOR JOHNSON KINDNESS^{LLC}
1420 Fifth Avenue
Suite 2800
Seattle, Washington 98101
206.682.8100